



**DEPARTMENT OF THE ARMY**  
**OFFICE OF THE DEPUTY CHIEF OF STAFF, G-1**  
**CIVILIAN HUMAN RESOURCES AGENCY (CHRA)**  
**NORTH CENTRAL REGION**  
**HUMAN RESOURCES DEVELOPMENT DIVISION (HRDD)**  
**ROCK ISLAND, IL**

## **FY 08 TRAINING PLAN**

### ***SURVEY > PLAN > EXECUTE > EVALUATE***

1. **SCOPE:** Includes FY 2008 fiscal year.
2. **HUMAN RESOURCES MISSION:** We are a team of HR professionals dedicated to supporting and empowering Soldiers, Civilians, Families, and Veterans worldwide in an era of persistent conflict. We will recruit, retain, and sustain a high quality volunteer force through innovative and effective enterprise solutions. We will ensure HR readiness of the Total Army across the full spectrum of operations.
3. **NORTH CENTRAL HRDD STRATEGY:** North Central (NC) HRDD executes a regional training program which supports the following three Human Resource (HR) goals: 1) sustain readiness; 2) maintain an agile, integrated and responsive HR enterprise; and 3) a valued HR vision and strategy. The NC HRDD collaborates with the ten civilian personnel advisory centers (CPACs) assigned within the region and the other regional HRDDs to advance the training function. HRDD fosters professionalism, personal development, and life long learning while maximizing all available resources.
4. **TRAINING PLAN PURPOSE:** NC HRDD will provide a living management document designed to provide a "line of sight" for personnel working the training mission in the NC region. It will also describe goals, objectives, responsibilities, and features of the regional training mission. NC HRDD will also add value to the training mission efforts of the CPACs.
5. **TRAINING EXECUTION (in general terms):**
  - a. **The Beginning:** Training responsibility starts with the supervisor. He/she must identify employee and organizational training needs and obtain the necessary funding.
  - b. **Employees:** Employees are responsible to identify, request, and gain supervisory approval before attending any training. Employees should meet with their supervisors to plan training and development. Employees are encouraged to take advantage of on-line training offered via Army E-Learning.
  - c. **Supervisors & Managers:** The supervisor works in concert with organizational training coordinators and their CPAC to identify and schedule training. Supervisors either prepare or provide input to a training budget. Supervisors should report training needs to their servicing CPAC and submit estimated training budget requests through budget channels. Supervisors are partners with CPAC to execute the training mission. Supervisors must approve employee training prior to the beginning of training. Supervisors should support timely and accurate entry of training data into the Defense Civilian Personnel Data System (DCPDS) and take advantage of on-line training offered via Army E-Learning.
  - d. **Training Coordinators:** Training coordinators serve as training administrative support for supervisors. They serve as the "middle-person" between the CPAC and supervisors. On occasion, training coordinators work directly with the NC HRDD office. Training coordinators also work directly with NSPS transition managers to advance NSPS training of spiral populations.

- e. The CPACs: The CPACs assist both supervisors and training coordinators in identifying training needs. The CPAC compiles their customer base training needs to include the training needs of the CPAC organization. The CPAC formulates Commander approved local training plans. The CPAC shares these plans with the NC HRDD and works in collaboration with HRDD to schedule and provide the needed training. CPACs perform the following elements of the training mission:
1. Assist Commanders in identifying training needs and providing training.
  2. Execute the training mission locally and provide support to training offices that exist within the CPAC's customer base.
  3. Develop a customer-based training schedule.
  4. Maximize the resources available through the NC area HRDD to execute the training mission.
  5. Advise managers and employees; assist them in identifying training needs and an estimated training budget.
  6. Assist Career Program Managers in executing training for Army Civilian Training, Education & Development System (ACTEDS) plans.
  7. Closely collaborate with training points of contacts within the serviced population to market, execute, and evaluate training.
  8. Support timely and accurate entry of training data into DCPDS.
  9. May close their offices for a maximum of ½ day for training purposes.
- f. NC HRDD: In concert with CHRA, the CPACs, other HRDDs, vendors, and other organizations, execute the NC region training mission. NC HRDD performs the following elements of the training mission:
1. Design, market, monitor, adjust, administer and evaluate regional training.
  2. Focus on the training needs of CHRA personnel due to the August 2007 CHRA Transformation.
  3. Support the Army's emphasis on leadership training.
  4. Support CPACs as they work to provide value to the training mission.
  5. Assist in identifying customer training needs and assist the CPACs in estimating their training budgets.
  6. Submit a NC region training budget that supplements budgets.
  7. Monitor the entry of training data into DCPDS.
  8. Uses historical training records and various automated tools to identify and analyze training data for forecasting current and future training needs.
  9. Support NSPS training.
- g. CHRA, Training Management Division (TMD): CHRA TMD sets training policy, defends training fund requests, distributes training funds, manages ACTEDS funding and serves as program manager for CHRTAS. TMD also schedules human resources training and CP-10 career program training and serves as one of several NSPS training leaders.
6. **CLASS REGISTRATION**: CHRTAS is the Human Resources' administrative automated training tool. However, within the NC region, several different automated training tools exist which employees use to sign up for training. The type of tool used is dependent on policy, customer unique training, user accessibility, and course specific requirements. There will be occasions when employees will need to register in more than one training automation tool depending on the specific training opportunity. Some of the more popular automated tools are listed below.
- a. CHRA = CHRTAS registration (online application).
  - b. AMC = Total Employee Development (TED) (online application).

- c. Quad-Cities Area Labor & Management registration form (hard copy form).
- d. SF 182 (formally DD 1556).
- e. US Department of Agriculture (USDA) Graduate School (online application).
- f. U.S. Army Corps of Engineers = Automated Training Management Program (ATMP) (online application).
- g. USARC = 84th ARRTC - Virtual University (online application).

**7. NC HRDD GOALS:**

- a. **TRAINING FACILITIES:** Maximize available real estate to help keep costs down. When lecture training is not possible, maximize video tele-training (VTT), on-line, correspondence training and in-house training.
- b. **TRAINING PRIORITIES:** Prioritize training needs and offer training in priority. Needs may be identified and organized regionally, by CPAC, Operations Center, by customer, by mission, etc.
  - (1) Priority 1 - Training must be completed during the fiscal year to prevent adverse affects on the mission. This priority includes training required by law or higher authorities.
  - (2) Priority 2 - Training is essential or required to enhance performance and mission accomplishment.
  - (3) Priority 3 - Training is recommended.
- c. **GOAL 1: Identify TRAINING NEEDS.** Use the survey process through out the NC region to identify training needs. Along side the survey, identify needs through interactions with customers, Commanders, CPACs, Operations Center, and other organizations throughout the NC region.
  - (1) Objective: Identify current and future needs, including NSPS training. Execute the training plan maximizing available funds. Identify, request, and defend requirements.
  - (2) Objective: Provide periodic training reports, training schedules and evaluations to customers, Commanders, HRDD staff, area manager, other regions and higher echelon as required.
  - (3) Objective (HRDD): Work with the other regional HRDDs to develop and advance needs survey methodology and process.
  - (4) Objective (HRDD): Follow and execute Program Baseline guidelines.
- d. **GOAL 2: Develop a TRAINING BUDGET.**
  - (1) Objective: Identify training needs which serve as the training budget foundation. Assist CPACs in building their internal training budgets for CHRA personnel. Collaborate with CPACs, where necessary, to assist the NC customer base in identifying their training budgets.
  - (2) Objective: Submit regional budget to regional director's office. Review CPAC budget input and make recommendations to the regional director. Submit timely monthly funding requests into budget process. Assist the CPACs in updating their training budgets as necessary and meeting budget submission deadlines. Execute regional budget to the maximum extent possible meeting all regulatory guidelines. Identify, request, and defend funding requirements.

- e. **GOAL 3: Improve AUTOMATED SYSTEMS.** Promote efforts to expand, streamline, and improve training practices. Identify desired capabilities and facilitate the execution of automation improvements.
  - (1) Objective. Support CHRTAS development. Submit suggestions/recommendations for improvement to CHRA after collaborating with all HRDDs.
  - (2) Objective: Maximize automation to enhance execution of the training function (i.e., maintaining websites, developing training surveys, etc.).
  - (3) Objective. Maintain accurate, complete, and up-to-date DCPDS training data.
  
- f. **GOAL 4: Maintain a HIGH LEVEL OF PROFESSIONALISM IN THE CHRA** community enabling personnel to successfully work through challenges of a constantly changing work environment.
  - (1) Objective: As budget allows, vitalize the Competitive Professional Development Program (CPDP). Encourage human resources professionals to obtain higher education through the use of CPD. Collect applications and submit to CHRA meeting established deadlines.
  - (2) Objective: Continue the NC region tuition assistance program, fund as many employees as the budget allows in accordance with applicable guidelines.
  - (3) Objective: Support CHRA August 2008 transformation. Identify knowledge, experience and skill gaps and offer training that minimizes those gaps. Assist CHRA TMD as they lead transformation training.
  
- g. **GOAL 5: Support the ARMY'S CIVILIAN LEADERSHIP TRAINING CORE CURRICULUM** for the development of competent and confident leaders.
  - (1) Objective: Support the Civilian Education System (CES). Market the Army's Civilian Leadership Training Core Curriculum and work with all appropriate parties to get employees into classes.
  - (2) Objective: Market the mentor program following Department of Army policy and procedures. Serve as Proponent for advice and guidance on the mentor program.

**8. AREAS OF CONCENTRATION:**

- a. **SUPERVISION & LEADERSHIP:** Assist as needed the CPACs in notifying new supervisors of requirement to complete certain types of training, i.e., Supervisory Development correspondence course, HR for NSPS Supervisors, etc.
- b. **NC HRDD PERSONNEL:**
  - (1) Focus on needs identified as a result of the August 2007 CHRA Transformation.
  - (2) Increase pool of adjunct faculty.
  - (3) Provide CHRTAS training to CPAC training points of contact.
  - (4) Support implementation of NSPS and sustain NSPS training.
- c. **STAFF ASSISTANCE VISITS:** As budget allows, participate in staff assistance visits.
- d. **TRAINING ADVISORY GROUP TELE-CONFERENCE:** Schedule an NC region teleconference to discuss the HRD function, focus areas, areas of improvement, and plans for the future.

**9. SUMMARY OF FY 08 TRAINING NEEDS SURVEY ASSESSMENT.**

- a. **NC REGION "OVERALL BIG PICTURE" RESULTS:** A total of \$4,939,797 in training needs was identified throughout the NC Region to include CHRA personnel training needs. (*See Appendix A - NC Region Training needs identified by category and cost.* This total does not include identified courses with unknown costs. (*See Appendix B - Top ten training needs identified by the entire NC region, in priority order.*)

- b. **CPAC (CHRA PERSONNEL) TRAINING NEEDS:** A total of \$223,150 in training needs was identified for NC CHRA employees. This total does not include identified courses with unknown costs. (See *Appendix C* - Top NC CHRA personnel training needs compiled in priority order. NOTE: The FY08 Training Needs Survey was accomplished prior to the August 2007 CHRA transformation.)

Below is a breakout for the NC Region CHRA personnel.

- (1) Regional Director's Office - \$26,975
  - (2) Ft. Sam Houston CPAC - \$16,805
  - (3) Ft. Myer CPAC (did not identify needs for the CPAC)
  - (4) Walter Reed Army Medical Center CPAC - \$18,205
  - (5) Ft. McCoy CPAC - \$30,660
  - (6) HECSA CPAC - \$3,070
  - (7) Detroit Arsenal CPAC - \$14,000
  - (8) Ft. Belvoir CPAC - \$1,530
  - (9) Ft. Buchanan CPAC (did not participate in survey)
  - (10) Ft. Meade CPAC - \$12,150
  - (11) Rock Island Arsenal CPAC - \$10,965
  - (12) Operations Center - \$88,790
10. **TRAINING SCHEDULE:** The NC Regional Training Calendar is a living document available at the following web link: <https://nccpoc.ria.army.mil/SOLM2M/regionalschedule/calendar.asp>. The NC HRDD and NC CPACs enter classes they administer on this web site. NC HRDD also includes classes administered by CHRA TMD.
11. **ANNUAL EVALUATION REPORT:** NC HRDD will prepare the FY 08 annual training evaluation report.

### Appendix A

<b>NC FY 08 Training Plan - Appendix A</b>	
<b>Results by Category</b>	<b>Cost</b>
<b>Administrative / Business &amp; Program Management</b>	\$1,434,505
<b>Communication Skills</b>	\$1,266,330
<b>Financial Management</b>	\$856,670
<b>Human Resources</b>	\$195,245
<b>Leadership</b>	\$655,330
<b>Retirement</b>	\$175,780
<b>Other</b>	\$355,937
<b>Grand Total</b>	<b>\$4,939,797</b>

*NC Region training needs identified by category and cost.*

### Appendix B

<b>NC FY 08 Training Plan - Appendix B</b>	
<b>Top 10 Training Needs Identified throughout NC Region</b>	
<b>Priority</b>	
1	<b>Customer Service</b>
2	<b>Taking Charge of Your Professional Life</b>
3	<b>Dealing with Difficult People</b>
4	<b>Stress Management</b>
5	<b>7 Habits of Highly Effective People</b>
6	<b>Communication Skills</b>
7	<b>Conflict Resolution</b>
8	<b>Time Management</b>
9	<b>Creative Problem Solving &amp; Decision Making</b>
10	<b>Management Skills for Non-managers</b>

*NC region top ten training priorities listed in priority order.*

## Appendix C

<b>North Central FY 08 Training Plan - Appendix C</b>											
<b>FY 2008 Top 10 Training Needs Identified for CHRA within NC Region</b>											
Priority	Course Title	Oper Ctr, RI CPAC & RDO	Ft. McCoy	Ft. Myer	HECSA	Ft. Meade	Ft. Belvoir	Walter Reed	Ft. Buchanan	Ft. Sam Houston	Detroit
1	Paysetting	x	x			x				x	x
2	Basic Staffing	x	x		x	x	x			x	x
3	DEU Recertification	x								x	
4	Basic PPP	x	x		x		x				x
5	Determining Vet Pref / SCDs	x	x			x	x				x
6	Qualification Analysis	x	x								x
7	Basic MER	x	x								x
8	BOA	x	x		x	x					
9	Advanced PPP	x			x			x			
10	Coding Personnel Actions	x									x

*Top NC CHRA personnel training needs listed in priority order.*

*NOTE: The FY08 NC Training Needs Survey was accomplished prior to the August 2007 CHRA transformation.*